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10/549 392 09/05/2006		Davide Antilli	4280-108
APPLICATION NUMBER FILING OR 371(c) DAT		FIRST NAMED APPLICANT	ATTY, DOCKET NO./TITLE

CONFIRMATION NO. 1628

23448 INTELLECTUAL PROPERTY / TECHNOLOGY LAW PO BOX 14329 RESEABCH TRIANGLE PARK, NC27709

Title: System and method for the establishment of a connection between a contact requester and a communications center

Publication No. US-2007-0041564-A1 Publication Date: 02/22/2007

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